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& BERRY**
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EXECUTIVE SECRETARY
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July 30, 1999

Mr. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

**RE: *Proceeding for the Purpose of Addressing Competitive Effects
of Contract Service Arrangements Filed by BellSouth
Telecommunications, Inc. in Tennessee***
Docket No. 98-00559

Dear David:

Please find enclosed the original and thirteen copies of the Testimony of Jennifer West which we would appreciate your filing in the above-captioned proceeding on behalf of NEXTLINK.

Thank you for your assistance in this matter.

Sincerely,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By:


Henry Walker

HW/th

Enclosures

cc: All Parties of Record

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

**IN RE: Proceeding for the Purpose of Addressing Competitive Effects of Contract
Service Arrangements Filed by BellSouth Telecommunications, Inc. in
Tennessee**

Docket No. 98-00559

TESTIMONY OF JENNIFER WEST

TESTIMONY OF JENNIFER WEST

Q: Please state your name and place of employment.

A: I'm Jennifer West, a sales representative for NEXTLINK. I've worked in telecommunications since 1991. A copy of my resume is attached.

Q: What is the purpose of your testimony?

A: I wanted to give the Authority a real life example of what it's like trying to compete against an incumbent provider who has used long-term contracts and punitive termination provisions to prevent customers from using services of other carriers.

Q: Please continue.

A: In February of this year I called on a potential customer ("the Customer"). Another sales representative who is no longer with NEXTLINK had called on them about a year prior to my call. They were not interested because at that time they didn't feel that the cost savings justified "upsetting the apple cart." One of our employees later went on a trip with one of the executives of the Customer. His interest was peaked and the lead was forwarded to me.

After meeting with the executive and giving him information about NEXTLINK, he provided me with a copy of his BellSouth bill and signed a Letter of Authorization for me to put together a proposal for their locations. Upon obtaining their Customer Service Records, I found that they were under a Multi-Serv contract and that their PRI service was also under contract. I came back with a proposal for all of their services. Because of some service that they had added since the original proposal, the savings offered by

NEXTLINK was a good bit higher than we had offered them a year ago. The Customer's executive wanted to proceed and have us present our proposal to the CFO. I informed the executive in this meeting that they were under contract and that their Multi-Serve penalty would be \$3,000 based on Bell's tariff, and that they would have to call to get the specific penalty for termination of the PRI service.

After our presentation to the CFO in mid-May, he called to check the penalties with Bell. He was told that he was an ESSX customer also and his penalty would be \$100,000 plus (the payout of his contract term). When he called to let me know this, I provided him with a copy of his Customer Service Record showing the code for his Multi-Serv service and the date that he signed to convert from ESSX to Multi-Serv. I also gave him a copy of the pertinent parts of the BellSouth tariff from their web site referencing ESSX to Multi-Serv conversions and what penalties apply. Finally in June, the CFO called BellSouth to confirm that the penalty was indeed what I had quoted him and not what BellSouth had told him (the \$100,000 plus figure). During that call, he was finding out how to go about canceling his contract if that was what he decided to do and BellSouth offered him the Key Customer Savings Program.

That is when he called me to let me know that they were not going to switch to NEXTLINK because they had received this new offer from BellSouth. A copy of his voice mail message is attached to my testimony.

Q: Are you aware of other customers who want to use NEXTLINK but cannot because of a BellSouth CSA?

A: Yes. I have just signed a new customer. I first made a proposal to them one and a half years ago. They were interested in NEXTLINK but told me that they couldn't proceed at this time because they were under a Megalink contract with BellSouth. I approached them a month ago because I knew that their Megalink contract expires in Aug. 1999. The new customer is now looking forward to NEXTLINK service.

Q: Does that complete your testimony?

A: Yes.

Voice Message

6/8/99 at 2:00 PM

Jennifer (West) this is _____ at _____. Got your call this morning and I did get a reply back late yesterday afternoon from _____ with BellSouth. You are correct the basis termination charge for the multiserve line should be somewhere around \$3,000. The inward only PRI has still got a substantial cancellation fee. Just got through with a meeting with _____ and when we looked at this thing, the cancellation fee that we would have to pay on the PRI and the multiserve with our understanding that you are going to give us a month's credit for the NEXTLINK if we when with you that would offset the multiserve cancellation but we also come up with BellSouth Key Customer savings program which they have extended to us which is going to save us considerable money over the next three years. I think at the present time _____ and I agree that we are going to stay with BellSouth through the duration of our multiserve contract as we get closer to the termination of that we probably will be looking again at what it is going to take to do something. The cancellation costs from the PRI and the BellSouth Key Customer savings they are giving us just didn't make it cost effective over the next three year period to make a change on it.

I appreciate all your working trying to get us a bid together. If you need anymore information, give me a call back.

Jennifer West

1361 Winterberry Cv.
Germantown, TN 38138
(901) 753-3317 – Home
(901) 412-4501 – Cellular

Objective: *To support the growth and profitability of an organization in a sales position that provides challenge, encourages advancement, and rewards achievement while utilizing my substantial experience, skills and proven abilities.*

EXPERIENCE

- | | | |
|---------------------------------|---|----------------------|
| August 1997-
Present | NEXTLINK
<i>Sales Representative</i>
Responsible for selling to businesses through prospecting and networking, as well as consulting and making recommendations about their telecommunications systems and needs. Requires excellent relationship building and communication skills. Twelve month quota average: 110% | Memphis, TN |
| Aug. 1992-
Aug. 1997 | GTE – CELLULAR ONE
<i>Commercial Account Executive</i>
Responsible for selling to corporate accounts through prospecting and networking. Also maintain existing customer base and strengthen customer loyalty by providing highest standards of customer service. Required excellent communication and time management as well as highly developed presentation skills and proposal development.

*Member of the Silver Circle of Success (over 125% of quota) for 4 years. | Memphis, TN |
| Dec. 1991-
Aug. 1992 | NORTHWEST AIRLINK
<i>Flight Attendant</i>
Responsible for maintaining passenger safety and superior customer service. | Memphis, TN |
| Oct. 1990-
Aug. 1991 | WARD ARCHER & ASSOCIATES
<i>Account Manager</i>
Served as liaison between the client and the creative department, as well as kept jobs on strict deadlines. Required superior presentation, public relations, organizational and communication skills. | Memphis, TN |
| Aug. 1989-
June 1990 | WHITTLE COMMUNICATIONS
<i>Marketing Representative</i>
Marketed controversial educational program to superintendents and school boards around the country. Required excellent time management, communication and presentation skills. | Knoxville, TN |

EDUCATION

B. S. Business 1989 – Marketing
University of Tennessee, Knoxville, TN

COMMUNITY SERVICE

Member of the Junior League of Memphis
Member of BRAVO!
Chairman of Food committee for annual Arts Council kick-off gala (1994-1995)

CERTIFICATE OF SERVICE

The undersigned certifies that a copy of the foregoing has been hand delivered or mailed to the following persons on this 30th day of July, 1999.

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Nashville, TN 37201-3300

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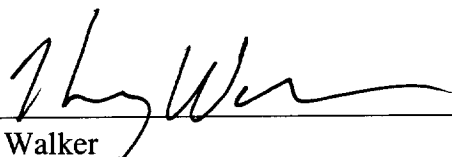
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